

**New England Region**

**National Network of Libraries of  
Medicine**

**Annual Report**

**Year 02**

**May, 2002 – April, 2003**

**Contract Number N01-LM-1-3518**

Introduction .....	3
Executive Summary.....	4
Network Program.....	6
Network Structure.....	6
Membership and Document Delivery .....	6
Network Services Assistance .....	7
Awards to Network Members.....	8
Awards to Network Libraries FY02.....	9
Technology Awareness.....	9
Technology Awareness Awards.....	9
Technology Awareness Coordinator .....	10
Outreach Programs.....	11
Outreach to Health Professionals -- Subcontracts.....	11
Outreach Subcontracts funded in FY02.....	11
Outreach to Health Professionals – NER Coordinator .....	13
Training Sessions to Network Librarians and Health Professionals .....	13
Exhibits and Promotion .....	14
Consumer Health Information Services .....	15
Consumer Health Information Training Sessions .....	16
Communication and Feedback .....	17
Physical and Virtual .....	17
Regional Advisory Council .....	18
Conclusion .....	18

## **Annual Summary, 2002-2003**

### **Introduction**

The second year of our RML contract is both a building and sustaining year. In the first contract year, the NER has developed its internal infrastructure, developed programs, built key relationships, and established committees and forums that continually help in shaping the NER Program. For our second contract year, the NER continues establishing new elements to the Program while broadening the successful components that have already been developed.

The NER Program is committed to enhancing the membership network that comprises the health information infrastructure. The NER also relies heavily on its members to support the outreach programs of the NN/LM. Helping network members deliver primary information services while supporting their outreach efforts to deliver information services to the under-served, is a key function of the NER Program.

As stated in our five year proposal, the NER Program is built around the guiding principles of decentralization, collaboration, needs assessment and evaluation. The annual report for 2002-2003 will demonstrate the New England Region's adherence to those guiding principles as well as its continued focus on the NN/LM national goals and the NER's regional priorities and annual goals.

The report will include:

An executive summary highlighting key program achievements for the year,

A detailed overview of progress towards our goals for each of our network and outreach programs,

A timeline of the year's activities.

## **Executive Summary**

The 2002-2003 year saw further progress in reaching both regional and national goals. Staff coordinators have worked hard to provide training and support to network librarians and other health information providers. Through its subcontracts with resource libraries, the NER extends the network beyond libraries to resource centers, health educators, support groups, family caregivers, clinical providers, and patients.

Personnel changes have occurred throughout the year. Fortunately these changes occurred at separate times throughout the year. In September, Penny Glassman joined the NER staff as technology coordinator. In April, Javier Crespo assumed the associate director position as Debbie Sibley relocated from the region. Javier Crespo's appointment was made permanent and a search under way for a new consumer health information coordinator.

Supporting the network's resource sharing capabilities is a priority for the NER. The region's network librarians continue to be served with distance-based and onsite support of NLM's document delivery resources. 1,312 resource sharing-related contacts with librarians and network libraries have been recorded. Training sessions were offered to network members; new training courses were developed for the LinkOut feature on PubMed.

Access to information resources has been enhanced through the NER's support of document delivery projects that offer desktop delivery to health providers. The Maine Document Delivery project concluded this year and member librarians in Maine continue to leverage the benefits of that project: Funding has been secured to expand the project to include other hospital libraries.

Training in other information resources is a primary function of NER coordinators. In addition to sessions on PubMed and MedlinePlus, training sessions were also given on TOXNET, MeSH and UMLS. Over 70 training sessions were offered to librarians, health professionals, and the public, covering information resources for clinicians and consumers.

Training also continues through our subcontracts and awards. Technology Awareness awards support the professional development of librarians and health providers through all-day forums. This year a successful program was given in conjunction with the Massachusetts Medical Society. The program targeted physicians and librarians.

Outreach to underserved populations in urban areas through NER subcontracts has expanded to include areas like Springfield, MA, Burlington, VT, and New Bedford, MA. These areas join Boston, Worcester, and New Haven in having projects that reach providers and consumers in low-income areas. Subcontracts reach diverse populations that include; Asian and Asian Americans, Latinos, African Americans,

AIDS/HIV patients and their caregivers, seniors, school health educators, community outreach workers, public librarians, family practitioners, support group members, and other caregivers.

## **Network Program**

### **Network Structure**

The New England Regional Medical Library sees the active network as the centerpiece of its programs. A strong network structure allows NER to provide health information contact points throughout New England, particularly in urban and rural areas. Network member libraries ensure that basic library services are readily available.

Member libraries are the primary target for training opportunities, support for technology enhancement, and support for professional development. Member libraries vary in staff size, collections budgets, and hours. All members value offering the widest array of services to their constituents. Librarians increasingly value the opportunity to reach beyond their patron base and partner with other resources in their communities. The NER actively seeks to assist libraries in doing both by promoting membership to libraries, and developing relationships with public libraries.

The 17 Resource Libraries are key hubs for their areas. Their enhanced collections and staff support the information delivery to other libraries throughout regional and national networks. With exceptions, they also serve as primary vehicles for outreach subcontracts. Primary Access Libraries (PALs) are the large number of hospital libraries that serve their institutions health information needs and are also active in providing services to their immediate communities. While PALs are typically hospital libraries, these also represent small colleges and universities, and specialized resource centers at research foundations. There are 258 Primary Access Libraries in the region. Member libraries are also designated as either Full Members or Affiliate Members.

### **Membership and Document Delivery**

The NER maintains a strong network of Full and Affiliate Member libraries to provide information access to health professionals and consumers. Network Coordinator, Mark Goldstein, devoted the first contract year to conducting a membership drive which led to building a local database of members. The database tracks all network related contacts with members. After verifying the records in DOCUSER and our local database, we now have a clear record of the 687 network members within the NER. The second contract year focused on expanding network membership. 38 libraries were added to the network under Full and Affiliate membership. The financial crunch facing many health care organizations is the primary cause for 18 library closings during the year.

DOCLINE continues to be the backbone onto which member libraries interface daily with NLM services. Revisions of DOCLINE have increased service-related queries to the network coordinator. Full day trainings on DOCLINE continued to be offered as a programmed event in addition to direct visits to libraries that need intensive assistance. 14 onsite assistance sessions with member libraries were recorded for the year. 1,312 calls for assistance and service requests were logged throughout the year. These calls for assistance were registered by 197 (187 Full; 10 Affiliate) members. The table below lists the number of service requests to the RML from members of members by their type and membership.

<b>Network Services Assistance</b>	<b>SUBTOTALS</b>
Personal Client Services (Member Phone Support)	<b>633</b>
Routing Table Approvals	<b>370</b>
DOCLINE HOLD Requests	<b>220</b>
New Members	<b>38</b>
Libraries Closed	<b>18</b>
Onsite Support Visits	<b>14</b>
Loansome DOC Referrals	<b>12</b>
Classroom Training Sessions	<b>7</b>
<b>GRAND TOTAL</b>	<b>1,312</b>

The following table lists the membership totals and training session with delineations for each state in the region.

<b>NER Network Membership</b>							
	<b>CT</b>	<b>MA</b>	<b>ME</b>	<b>NH</b>	<b>RI</b>	<b>VT</b>	<b>TOTAL</b>
Full Members	41	106	50	28	20	13	258
Affiliate Members	37	104	19	16	10	23	209
<b>SUBTOTALS</b>	<b>78</b>	<b>210</b>	<b>69</b>	<b>44</b>	<b>30</b>	<b>36</b>	<b>46</b>
Network Service Contacts: 1,312							
Training Sessions: (Includes sessions for LinkOut)							
	<b>CT</b>	<b>MA</b>	<b>ME</b>	<b>NH</b>	<b>RI</b>	<b>VT</b>	<b>TOTAL</b>
	3	21	3	2	2	3	34

Issues related to access or articles through DOCLINE or other means falls under the purview of network coordinator Mark Goldstein. LinkOut continues to be a newer feature for which member libraries have requested further training. A new training

module was developed for members wanting to learn both the SERHOLD to PUBMED integration as well as the electronic journal component (Available at: [http://nnlm.gov/ner/docdelivery/ner\\_linkout\\_2003.pdf](http://nnlm.gov/ner/docdelivery/ner_linkout_2003.pdf)). 7 full day sessions were given throughout the year. The electronic journal component of Mark Goldstein's training module was used as a model for the LinkOut online tutorial produced by NCBI.

The NER and member libraries continue contributing to new developments and enhancements of resource sharing related services. Connecticut Valley Hospital served as a pilot site for the SERHOLD Batch Authorization Program test. The annual Interlibrary Loan Meeting was held two times within the fiscal year. Both events serve to gather resource sharing staff, discuss emerging issues, present new trends that affect resource sharing, and promote the use of NLM services like DOCLINE, LinkOut, and EFTS.

NER staff, continue to explore and promote new technologies that may assist libraries in implementing more efficient document delivery. The Maine Electronic Document Delivery (EDD) Project concluded in May of this year. Seven libraries in Maine were given funds to purchase document delivery equipment and Ariel software. 1,383 ILL requests were filled by the Lamar Soutter Library throughout the six month pilot project. The project found electronic storage space and firewall issues to be the major impediments for hospital libraries and electronic document delivery.

Former associate director Debbie Sibley and network coordinator Mark Goldstein co-authored an article relating to the document delivery project awarded to libraries in Maine for electronic document delivery. The article has been accepted for publication in an upcoming issue of *Medical Reference Service Quarterly*.

## **Awards to Network Members**

Awards are given to member libraries to improve their services or to support a professional development. The Maine project spurred interest in updating document delivery and desktop capabilities. NER awards for these types of improvements are called Electronic Document Delivery awards. EDD funds were also used by some members to purchase digital document scanners. Scanners allow the capability of digitizing an article and sending directly to the requesting patron. Library Connections awards are also for technology that enables the member library to enhance or update their technology services.

Professional development awards fall under The Sister Library Award program where a librarian uses the award to observe the practices of another library. An exhibit award was also given to a state library association. This group produced a public service short video promoting the services of medical librarians and the MedlinePlus website.



### **Awards to Network Libraries FY02**

<b>Library</b>	<b>Amount</b>	<b>Category</b>
Baystate Medical Center (Springfield, MA)	\$1,000	EDD-Scanner
Beverly Hospital (Beverly, MA)	\$2,895	EDD-Digital Sender
Brockton Hospital (Brockton, MA)	\$3,000	EDD-Digital Sender
Cape Cod Hospital (Hyannis, MA)	\$3,000	EDD-Digital Sender
Parkland Medical Center (Derry, NH)	\$1,005	EDD-Ariel Software
Penobscot Bay Medical Center (Rockport, ME)	\$500.00	EDD-Scanner
Qualdigm Medical Library (Middletown, CT)	\$1,000	EDD-Ariel Software
Roger Williams Medical Center (Providence)	\$1,000	EDD-Ariel Software
South Shore Hospital (South Weymouth, MA)	\$3,000	Connectivity- Digital Sener
Littleton Regional Hospital (Littleton, NH)	\$1,000	EDD-ARIEL software
Massachusetts Health Sciences Librarians (MAHSLIN)	\$1,920	Exhibit Award- Promotional Video
Middlesex Hospital (Middletown CT)	\$4,970	Connectivity- New Desktop PCs
Caritas Good Samaritan Medical Center (Brockton, MA)	\$3,000	Connectivity- Digital Sender
New England Baptist Hospital (Boston)	\$365.	Sister Library Award
Caritas Norwood Hospital (Norwood, MA)	\$3,000	Connectivity- Digital Sender

### **Technology Awareness Technology Awareness Awards**

Librarians foster the use of information technologies to enhance access to health information. NER is committed to assisting network members in being stewards of useful technologies. To that end the NER issues Technology Awareness Awards to network members to present a forum or showcase that features health information technology. The \$10,000 Award is available to member libraries to plan and execute

an all day conference for librarians and health care workers. This year 2 programs were awarded. An environmental health program scheduled for April was canceled because of low enrollment.

The second Technology Awareness Program award was awarded to the Massachusetts Health Sciences Library Information Network. MAHSLIN co-sponsored a program with the Massachusetts Medical Society (MMS). The highly successful event was held February 5 at the MMS headquarters in Waltham. The program was titled "Technology Everywhere...Optimizing Your Use of Medical Informatics". 122 physicians and 30 health sciences librarians attended. Continuing education units were awarded through MMS and MLA. Most physician participants rated the presentations very high and felt the material covered items that could be incorporated into daily practice. Librarians who participated felt this opportunity enhanced their visibility amongst physicians.

Another technology related venue is the ILL Update at NAHSL each year. A morning session is devoted to an open forum on recent developments related to DOCLINE, EFTS, and other ILL applications. The session is a staple at the chapter conference and allows for a second opportunity within the year for members to participate in forums devoted to ILL technology.

### **Technology Awareness Coordinator**

Technology coordinator Penny Glassman began her tenure with the RML in September. Since then the technology coordinator's accomplishments have been lengthy. The technology coordinator maintains the infrastructure of much of the region's communications by managing over a dozen and a half professional listservs and overseeing the day to day maintenance of the regional website. The website was revised under the leadership of our technology coordinator and the advisement of the Technology Awareness Subcommittee

Among the new implementations in technology is a calendar function for the website, improving the ability to announce and organize upcoming training sessions. The NER provides online web-based registration for many events and utilized an online feedback form for the mid-contract site visit.

The NER continues to play a role in the national technology infrastructure of the NNLM. Technology coordinator Penny Glassman assisted in the diffusion and compilation of an ILL questionnaire, presented at the RML Director's Meeting in May and participates in the NLM Centric Network Project. The technology coordinator also assists the office with many of the online compiling projects as instituted by the National Network Office: National Outreach Mapping Center, NLM Outreach Database, NLM Exhibit Database.

The NER also provides technical assistance for associations and members compiling statistics or membership databases via online format. ILL statistics are compiled in this manner for the Association of Rhode Island Health Sciences Libraries.

## Outreach Programs

### Outreach to Health Professionals -- Subcontracts

The NER Outreach Program exemplifies our core value of decentralization. Outreach and consumer health coordinators offer training to health professionals (see Training section below) in addition to the training offered through NER outreach subcontracts.

Outreach projects can be divided into subcontracts that are targeted or pre-arranged with a library, and competitive. Targeted subcontracts were initiated for 3 libraries serving consumers and health professionals in Springfield, MA, Burlington, VT, and New Bedford, MA. Separately these projects target AIDS/HIV patients and caregivers, professionals at community health agencies, and public librarians delivering health information services to consumers.

Competitive subcontracts are reviewed and scored by our Outreach Committee. This year several interested libraries intent on submitting proposals were not able to do so. However three NER subcontracts were awarded as part of NLM's national call for competitive outreach proposals. Two of these projects provide health information services to consumers in metropolitan areas of Boston and Worcester. A third provides training to adult literacy educators providing health information training to adult basic education learners.

Six of the ten subcontracts listed above have components to teach health professionals. This group is also very diverse, ranging from clinical providers like nurses or physicians, to health care educators and community health workers. Subcontractors are finding that health professionals are trained best in smaller groups and during shorter training sessions. One subcontract has focused the training of health information resources to social workers in the Boston metropolitan area. The two-day training session was held June 3<sup>rd</sup> and 4<sup>th</sup>. 25 social workers received intensive training on PubMed and other evidence based resources.

### Outreach Subcontracts funded in FY02

Baystate Medical Center

#### ***The Greater Springfield (MA) HIV/AIDS Outreach Project***

The project provides electronic access to HIV/AIDS information to public health professionals from community-based organizations and clinics in the greater Springfield metropolitan area whose clients are HIV/AIDS patients.

**Period: March 1, 2003-February 28, 2004      Amount: \$24,307**

Massachusetts General Hospital, Treadwell Library

***Health Information Outreach through ARCH***

Area Resource for Community Health increases electronic access to quality health information and resources in underserved, urban communities, of Charlestown, Chelsea, Everett, and Revere. This proposal expands ARCH's reach with new Head Start related partnerships.

**Period: March 1, 2003-August 31, 2004      Amount: \$40,000**

St. Lukes Hospital (MA), Health Sciences Library

***Health Information Outreach to the Greater New Bedford Community***

This project provides two-tiered "train-the-trainers" classes to professionals from targeted libraries and health agencies in the New Bedford community. This will result in improved access to health information in the Greater New Bedford Community.

**Period: April 1, 2003-May 31, 2004      Amount: \$24,986**

University of Massachusetts Medical School, Lamar Soutter Library

***Central Massachusetts Access to Child Health Information (CATCH)***

Project improves access to electronic health information for parents and pediatric providers in Central Massachusetts. The project improves the capacity of public health agency staff and their clients to effectively utilize electronic health information resources and address problems and barriers to accessing them.

**Period: March 1, 2003-August 31, 2004      Amount: \$38,992**

University of Vermont, Dana Medical Library

***Vermont Cooperative Consumer Health Information Project***

The project is a coordinated approach to providing consumer health information, including the provision of selected educational and instructional training, to public libraries of Burlington and South Burlington, and throughout the region.

**Period: April 1, 2003-September 30, 2004      Amount: \$25,000**

World Education, Inc.

***Plain Language Health Information Project***

The project builds the capacity of the adult basic education (ABE) system in Massachusetts and throughout New England to access reliable, relevant, plain language health information that adults hampered by limited literacy skills can understand and use.

**Period: March 1, 2003-August 31, 2004      Amount: \$39,741**

The following projects listed were begun in FY02, funds may have been carried over from FY01

UMass Memorial Children's Medical Center Pediatric Family Resource Library

***Outreach to Parents Interested in Finding Quality Health Information on the Internet to Care for their Children***

The project will provide classes to parents at the Lamar Soutter Library's instruction facilities. The project will also provide customized classes for parent groups and community agencies that serve children.

**Period: July 1, 2002-September 30, 2003      Amount: \$18,289**

University of Massachusetts Medical School, Lamar Soutter Library

***Massachusetts Area Health Education Centers (AHEC) Learning and Library Resources Service Program***

This is a collaborative effort between the Lamar Soutter Library and the Massachusetts AHEC Program to enhance library and learning resources and services throughout the AHEC system and at its regional service centers.

**Period: July 1, 2002-February 28, 2004      Amount: \$50,000**

Boston College

***Information Technology Skills for Social Workers***

The Boston College School of Social Work will develop and provide a two-day workshop for practicing social workers.

**Period: June 1, 2002-January 31, 2004      Amount: \$13,650**

Massachusetts College of Pharmacy, Worcester Campus

***Community-Based Instruction on Use of the Internet to Find Health Information***

This project provides classes to community based groups in the western Massachusetts area. Classes will be taught by MCP faculty members to encourage members of community based groups to use the Internet to find quality health information.

**Period: July 1, 2002-February 28, 2004      Amount: \$10,168**

**Outreach to Health Professionals – NER Coordinator**

NER's Coordinator-based training of NLM resources to health professionals is a key element of our outreach program. For FY02, 37 classes were held with a total of 446 attendees. Attendees can be a mix of librarians and health care providers; sessions can include classes where continuing education credits are offered. These trainings are for the most part for resources like PubMed, and the NLM Gateway. In addition, classes have been developed to TOXNET and UMLS, and MedlinePlus. Training sessions are given by outreach coordinator Donna Berryman.

<b>Training Sessions to Network Librarians and Health Professionals</b>		<b>Attendees</b>
05/05/2002	Maine Libraries Association (2 sessions)	18
05/14/2002	New Hampshire Library Association	25
08/26/2002	Environmental Health, Newton MA	10
09/06/2002	Newport Hospital, Newport RI	26
10/04/2002	Central MA Health Libraries, Shrewsbury, MA	7
10/08/2002	North County Consortium, Littleton, NH	16

10/09/2002	Bridgeport Hospital, Bridgeport, CT	40
10/23/2002	Tufts University, Boston MA	6
10/28/2002	Nursing Faculty, UMass Boston	12
10/30/2002	Baystate Medical Center, Springfield, MA	11
11/19/2002	Environmental Health & Engineering, Newton, MA	5
12/04/2002	Boston Regional Library System	8
12/09/2002	Libraries of Rhode Island, Providence	18
12/12/2002	University of Vermont	8
01/28/2003	Somerville Hospital, Somerville, MA	15
02/05/2003	Mass. Medical Society Tech. Day (2 sessions)	50
02/12/2003	UMass Amherst	6
02/27/2003	Council on Social Work Education (Atlanta, GA)	12
03/07/2003	Mass. College of Health and Pharmacy, Worcester	10
03/13/2003	Metro West Regional Library System, Danvers, MA	8
03/14/2003	South Shore Hospital, New Bedford, MA	23
03/19/2003	St. Raphael's Hospital, New Haven, CT	25
03/20/2003	Franklin Medical Center (MedlinePlus) Franklin, MA	7
04/11/2003	Hartford Hospital	12
04/15/2003	Franklin Medical Center (MedlinePlus) Franklin, MA	4
04/28/2003	Franklin Medical Center (MedlinePlus) Franklin, MA	7

Training sessions can be arranged by member libraries offering CE opportunities for their health care providers. Training is also done in conjunction with many of the region's state library associations and health sciences librarian organizations (see Consumer Health section). In addition a number of public libraries and public library consortia have requested classes on resources like PubMed and the NLM Gateway.

### **Exhibits and Promotion**

Exhibiting is another outreach opportunity where NLM resources can be promoted and training can be offered. In addition to the national exhibits we are assigned, we seek out local opportunities for bringing NLM resources to a new or unknowing audience. We exhibit at regional and state library association meetings. We find these meeting to be useful in developing contacts for training, increasing the membership of public library affiliates, and promoting the use of MedlinePlus. We've also exhibited at several community health conferences, including a state training day focused on obesity. The table below lists the exhibits for FY02. The tables below list national and local exhibit events.

<b>Date</b>	<b>NER National Exhibits FY02</b>	<b>Contacts</b>
5/27-29/2002	American Academy of Physician Assistants (Boston)	352
10/18-21/2002	American Academy of Pediatrics (Boston)	220
10/24-27/2202	Midwives Alliance of North America (Wakefield, MA )	70
11/02-05/2002	American Association for the Study of Liver Dis. (Boston)	271
11/22-26/2002	Gerontologic Society of America (Boston)	232

01/23-26/2003	American Medical Women's Association (Atlanta)	85
02/27-03/3/2003	Council on Social Work Education (Atlanta)	148

<b>Date</b>	<b>NER Regional &amp; State Exhibits FY 02</b>	<b>Contacts</b>
05/02/2002	Massachusetts Library Association	
05/05/2002	Maine Library Association	79
09/5/2002	New England Case Managers (Falmouth)	44
09/12/2002	Massachusetts Immigrant Refugee Alliance	
09/18/2002	Massachusetts Health Council on Obesity	35
09/18/2002	New England Business Expo (Worcester Ma)	132
09/22/2002	North Atlantic Health Sciences Library (New Hampshire)	
10/02/2002	Mt. Watchusett Community College (Gardner, MA)	17
10/21/2002	New England Library Association (Sturbridge, MA)	126
10/30/2002	Worcester Polytechnic Institute (Library Open House)	
02/05/2003	Massachusetts Medical Society (Technology Awareness)	
04/04/2003	Lamar Soutter Open House (Umass Worcester)	
04/07/2003	Connecticut Library Association	38

Early in FY02 NER conducted a mass mailing to all (706) local public health offices throughout all six states. A brochure was developed promoting NER services and a return post card was included in the mailing. Very few offices have responded to the mailing. While several subcontracts have training for public health workers, the NER needs to find other ways of reaching public these health workers.

### **Consumer Health Information Services**

To ensure that all people in the region have knowledge of and easy access to quality health information, the NER consumer health information program focuses on training to librarians and health professionals. Member libraries provide information support for their patients and visitors and like to be well informed about issues and updates to MedlinePlus. Health sciences librarians in the region are aware of the NLM resources available to them and offer training programs for hospital staff. Many hospitals have initiated patient resource rooms in conjunction with their hospital libraries.

For public librarians however, we are finding that there is still work to be done in continually promoting consumer health resources like MedlinePlus. Some librarians know little about the MedlinePlus resource and others are not aware of all its tools. The Interactive Tutorials is a good example of this. As mentioned, exhibiting at state library

association meetings is a good indicator of knowing what librarians know about consumer health information resources.

The NER actively contacts many state library associations and state libraries to be included in their training schedules. This has been successful in being added to training calendars in Rhode Island, Vermont and New Hampshire. Regional library systems in Maine and Massachusetts have also included NER consumer health training sessions on their schedules. Several municipal public libraries have contacted the NER for training to their staff or for programs directed at consumers: West Boylston, MA; York, ME; Greenwich, CT.

Across 17 different venues throughout the region, 271 consumers, librarians, and health providers attended training sessions on MedlinePlus and other consumer health information resources. Figures include programs taught by consumer health information coordinator Javier Crespo.

<b>Consumer Health Information Training Sessions</b>		<b>Attendees</b>
05/09/2002	Health Information Network, Worcester County	7
06/18/2002	Baystate Medical Center	20
09/18/2002	Brigham and Women's Hospital Volunteers, Boston	12
10/02/2002	Mt. Wachusett Community College	9
10/04/2002	Vermont State Libraries, Public Librarians	20
10/09/2002	Northeast MA Regional Library System, Danvers, MA	15
11/14/2002	AHEC, School Nurses, Littleton, NH	9
11/15/2002	Public program at York, ME	4
11/20/2002	Patient Education Conference Lecture, Ft. Lauderdale, FL	9
02/05/2002	Short session to Mass. Medical Society, Waltham	150
03/20/2002	Merrimack Valley Library Consortium, Andover MA	13
03/27/2002	Libraries of Rhode Island, West Warwick, RI	11
04/16/2002	Short session to Simmons College GSLIS	17

The RML participated in the Massachusetts' Board of Library Commissioners Long Range Planning Committee. The committee oversaw the draft of a 5-year planning document that was submitted to the Institute of Museum and Library Services. The document included a description consumer health information services provided by the RML and member libraries.

The RML also served as technical advisers to the UMass HealthNet consumer health kiosk project. A health information kiosk was installed at a family health clinic waiting room on the campus. The kiosk uses MedlinePlus and FamilyDoctor (American Academy of Family Physicians) as primary points for consumer health information.



As in the case of public health offices, a mass mailing also went out to 1,813 public libraries in our region. While responses were still quite low, this did elicit some responses from some public libraries.

7 of our 10 outreach subcontracts have a consumer based focus where training components include either a consumer audience, or training in consumer-based resources to health professionals. A number of these involve collaborations with public libraries (St. Luke's/New Bedford, MA, University of Vermont) In October, The Yale/New Haven project (from FY 01) celebrated a kickoff event for the new consumer health space and services the public library offers. As part of its subcontract, the Boston University AIDS/HIV Information Outreach Project is developing an online resource specifically for AIDS/HIV patients. The resource will be a tutorial guiding the consumer through learning about finding health information on the Internet.

## **Communication and Feedback**

### **Physical and Virtual**

NER staff devoted much time to keeping member libraries informed about NLM resources and regional events through various means. An NER coordinator or director attends every state health science librarians meeting in addition to chapter meetings and representation on the chapter's executive committee. Direct attention is given to individual members' needs at site visits. These site visits may be in preparation for a subcontract or award application, or a support visit by our network coordinator. During the year, two personal visits by the director and/or associate director were made to each of the 17 resource libraries.

Mass communications to all member librarians is primarily done through the region's (NAHSL) discussion list. NLM announcements, Technical Bulletins, and changes in NLM systems are sent to the discussion list. 341 postings were made to the discussion list from the NER office. In addition the NER publishes its newsletter once every two months. Articles are solicited from librarians who have received awards in support of a particular project. Seven articles from network members have been contributed and have appeared in our six issues this year.

The NER website is an integral component of the NER program. The NER organizes, publishes, and links to quality information on public NN/LM and NER website. This year the website underwent a major revision as headed by Technology Coordinator Penny Glassman. An 'A to Z' index has been added in addition to a calendar of events. The website was reviewed by members of the Technology Awareness Subcommittee of the RAC.

The NER also facilitates communication between all of the region's state health sciences library associations. The NER maintains discussion lists for all of the

associations as well as the regional chapter NAHSL. Library related discussion lists are added as exploratory teams, working groups, and regional task forces are convened. Websites are also hosted and maintained by the NER for all the groups mentioned.

### **Regional Advisory Council**

A Regional Advisory Council (RAC) assists with needs assessment and developing goals and objectives for the Region. THE RAC includes 5 committees, a steering committee, and the Resource Library Directors. Each of the five RAC Committees focuses on a specific program area: statistics and planning, outreach, education, resource sharing, and technology awareness. The committees assess the needs and accomplishments of NER programs. The committees review and make recommendations about NER subcontracts and awards, and develop programming recommendations.

The RAC steering committee met two times throughout the year and convened with the Resource Library Director's at NAHSL. The committees met in person once this year and convened via email to review proposals and offer feedback. The technology awareness committee reviewed and made recommendations on the revision of the NER website. The Outreach committee and the technology committee review proposals for related awards and subcontracts.

The Training and Education Committee conducted an assessment of librarians training needs throughout the region. The assessment was distributed to state library system discussion lists. 118 librarians (80 public librarians, 38 health science librarians) responded to questions gathering information on training needs, content, and format.

### **Conclusion**

The NER staff is committed to creating a strong program that will serve the health information needs of health professionals and consumers and the librarians and health educators that serve them. The staff looks forward to working with NER network libraries throughout the remaining three years of our contract.